



Canada

## Summary of Customer Service Policy

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This is a summary of the accessible customer service you can expect to receive. For more detail, please see Grainger Canada's Accessibility Policies.

### Information and Communication

When communicating or providing information to services to a person with a disability, we will do so in a manner that takes the person's disability into account.

### Accessible Formats and Communications Supports

Upon request and in consultation with the person making the request, we shall provide, in timely manner, accessible formats and communication supports for information and communication that takes into account the person's disability. If we are not able to meet the person's particular requirement, we will inform them and will work with them to determine an alternate method or will provide an explanation as to why the information or communication cannot be provided in an accessible format.

### Accessible Websites and Web Content

Our internet websites and web content controlled either directly by the Company or through a contractual relationship that allows for medication of the site will confirm to the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, at Level A and AA in accordance with the schedule set out in the ISAR.

### Feedback Process

We will inform our customers of the choices available for them to give feedback. Feedback may be provided:

- In person at any of our branches

Or feedback may be directed to Senior Director, Customer Experience Excellence through one of the following methods:

- By telephone: 1-800-668-8989
- By mail, write to:  
Grainger Canada Inc.,  
123 Commerce Valley Drive East, Suite 700  
Thornhill, ON L3T 7W8
- By fax: (905) 731-9263
- By email: [accessibility@grainger.ca](mailto:accessibility@grainger.ca)

### Service Disruption

Grainger Canada will provide customers with notice in the event of a planned or unexpected disruption in the facilities or service usually used by people with disabilities. This notice will include



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information about the reason for disruption, its anticipated duration, and a description of alternative facilities or services, if available. The notice will be placed in conspicuous places, including entrances and service counters of the affected premises, as well as by other means such as our website that will ensure that the notice reaches those persons potentially affected by the temporary disruption.

### **Assistive Devices**

People with disabilities may use their own personal assistive devices. Our team members have been trained and are familiar with various assistive devices that may be used by customers with disabilities while accessing our services.

### **Service Animals**

People with disabilities may use their service animal in all parts of our premises that are open to the public. All team members, volunteers and other dealing with the public have been properly trained in how to interact with people with disabilities who are accompanied by a service animal.

### **Support Persons**

We are committed to welcoming people with disabilities who are accompanied by a support person. Any person with a disability who is accompanied by a support person will be allowed to enter the Company's premises with his or her support person. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on our premises.

### **Training for Staff**

All Grainger team members, and those who are involved in the development and approvals of customer service policies, practices, and procedures, as well as others providing services to our customers, are trained on an on-going basis to communicate with persons with disabilities.